

**PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Funding Award Amendment	<b>Date Submitted:</b> October 30, 2019
<b>PSAPs:</b> Spotsylvania	Amount of Request: \$11,150.86
<b>Staff Recommendation:</b> Approve	

**1. Briefly define the problem/issue:**

ISP staff is requesting that the funding award for Spotsylvania County be amended to include a revised connectivity quote of \$72,925. The locality originally had a connectivity quote from Verizon for \$61,774.14. If approved by the Board, the amount of the revised funding award would be \$470,663.88. This revised funding award includes \$11,150.86 in additional funding for connectivity.

**2. Background** (include important dates):

Spotsylvania's NG9-1-1 Migration Proposal (MP) contained an initial quote of \$61,774.14 from AT&T for diverse connectivity. Since receiving the MP, the locality was awarded NG9-1-1 funding and selected a NG9-1-1 solutions provider. As part of the deployment process, the locality's NG9-1-1 service provider, AT&T, reached out to Verizon for a revised quote.

**3. Major Considerations:**

None.

**4. Recommended action:**

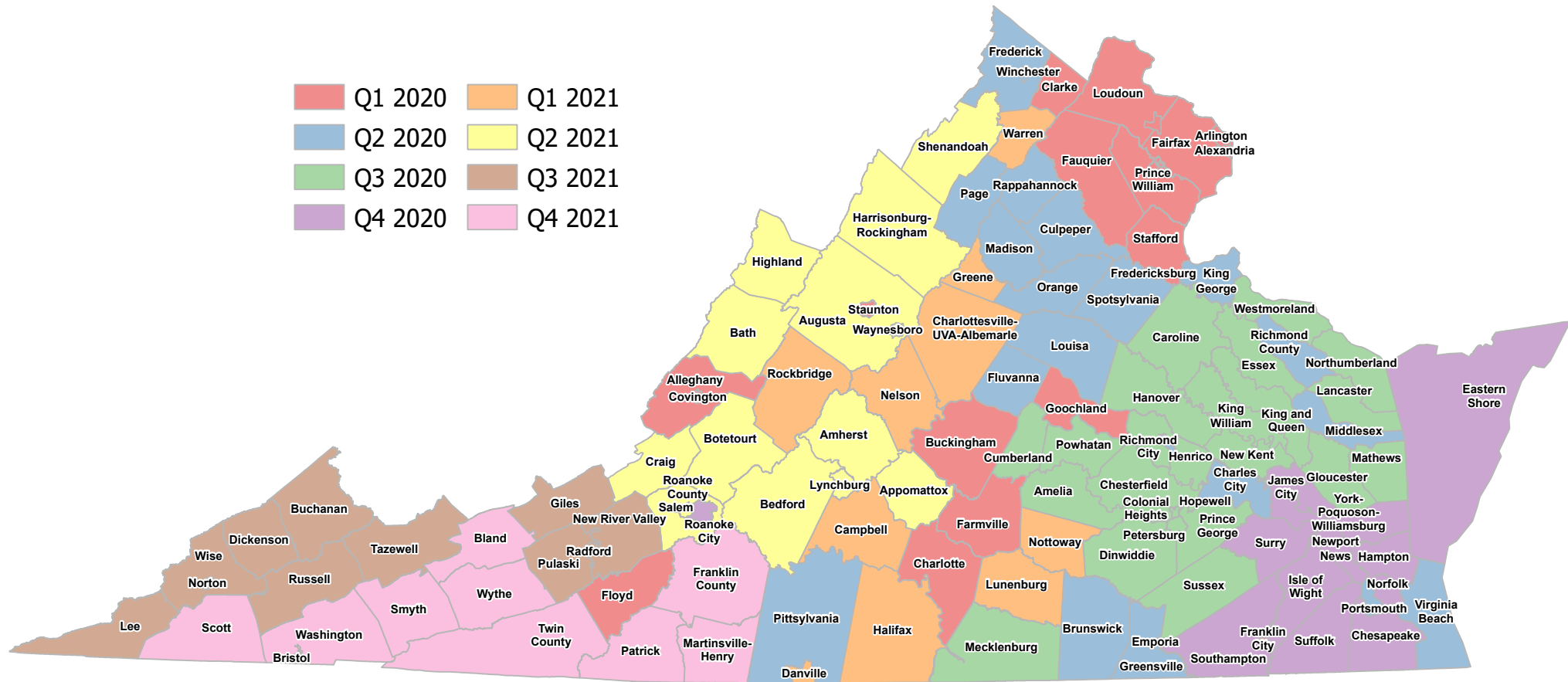
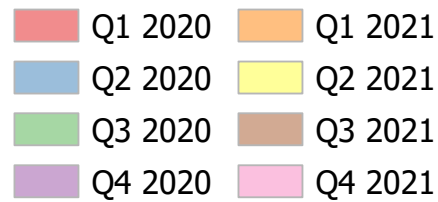
Ask PGC to concur with staff's recommendation and recommend approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

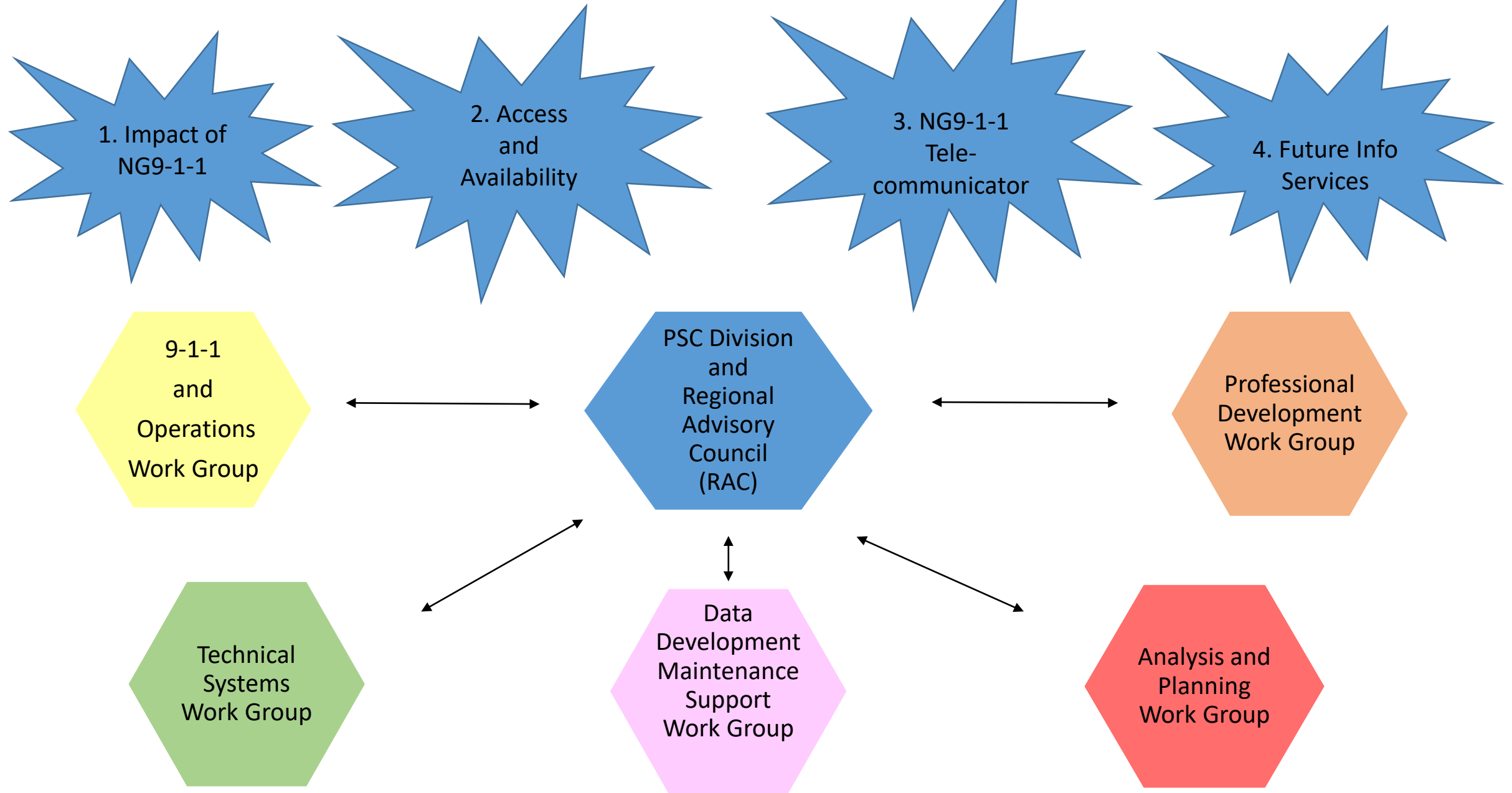
None.

# Proposed NG9-1-1 Deployment Windows

November 12, 2019



# 9-1-1 Comprehensive Plan –Strategic Initiatives and Work Groups



## FY 19 Managed IP Services Cost Recovery

PSAP	FY 19 Managed IP Total Costs	Wireless Percentage	Reimbursement Due to Locality
Dickenson County	\$18,264.00	52.81211%	\$9,645.60
Franklin County	\$16,044.00	79.25672%	\$12,715.95
Lee County	\$17,976.00	64.77088%	\$11,643.21
Loudoun County	\$26,520.00	79.90044%	\$21,189.60
Norton City	\$15,780.00	57.36451%	\$9,052.12
Patrick County	\$23,077.00	49.79308%	\$11,490.75
Pittsylvania County	\$26,976.00	78.13062%	\$21,076.52
Pulaski County	\$17,472.00	81.24504%	\$14,195.13
Roanoke City	\$26,400.00	83.26855%	\$21,982.90
Shenandoah County	\$14,460.00	75.94505%	\$10,981.65
Staunton City	\$13,200.00	69.60355%	\$9,187.67
Wise County	\$14,592.00	72.52120%	\$10,582.29
Total			\$163,743.40

## FY19 Total 9-1-1 Incoming Calls

PSAP	Total
Alleghany County Sheriffs Office	11,039
Amelia County Sheriffs Office	5,180
Amherst County Emergency Communications	18,256
Appomattox County Public Safety	9,314
Arlington Emergency Communication Center	122,359
Augusta County	32,511
Bath County Sheriffs Department	2,693
Bedford Communications	30,148
Bland County Sheriff	5,218
Botetourt County Emergency Communications Center	19,152
Bristol 9-1-1 Communications	14,724
Brunswick County Sheriffs Department	8,689
Buchanan County 911	8,757
Buckingham County Sheriffs Office	7,810
Campbell County Communications	29,404
Caroline County 9-1-1	16,152
Charles City County Sheriff	4,533
Charlotte County Sheriffs Office	6,882
Charlottesville - UVA - Albemarle County Ecc	80,864
Chesapeake Police Communications	109,991
Chesterfield County ECC	150,282
City of Alexandria	66,440
Clarke County 9-1-1	5,853
Colonial Heights 9-1-1 Communications	13,470
Covington Emergency Dispatch	3,428
Craig County Sheriffs Office	1,561
Culpeper Joint 9-1-1	21,041
Cumberland County Sheriff	3,424
Danville Fire Department Emergency Communications	45,470
Dickenson County Communications Center	7,201
Dinwiddie County Fire and EMS	14,056
Eastern Shore VA 9-1-1 Communications Center	32,787
Emporia Police Department	7,522
Essex County Sheriffs Office	7,103
Fairfax County Public Safety Communications Center	363,014
Farmville Emergency Communications Center	14,260
Fauquier County Sheriffs Department	24,003
Floyd County Sheriffs Office	5,218
Fluvanna County	6,765
Franklin County Communications Center	23,921
Franklin Police Department	6,196

Frederick County Department of Public Safety Communications	31,972
Fredericksburg City Police Department	23,639
Giles County Sheriff Office 911 Center	6,356
Gloucester County Sheriff	12,063
Goochland County Sheriffs Office	12,915
Greene Emergency Communications Center	7,852
Greensville County Sheriffs Office	4,764
Halifax County E911 Communications	19,504
Hampton Police Communications	102,215
Hanover County Emergency Communications Center	42,433
Harrisonburg Rockingham Emergency Operations Center	50,634
Henrico County Police Department	177,305
Highland County Sheriff	522
Hopewell Police Communications	16,592
Isle Of Wight County Sheriffs Office	17,804
James City Emergency Communications	33,938
King and Queen County Sheriffs Office	4,399
King George County Sheriff	8,875
King William County Sheriff	6,706
Lancaster County Sheriffs Office	6,837
Lee County E-911	9,359
Loudoun County 9-1-1	112,500
Louisa County Sheriff	16,467
Lunenburg County Sheriff	5,965
Lynchburg Department of Emergency Services	57,876
Madison County E911	5,619
Martinsville - Henry County 9-1-1	49,161
Mathews County	3,764
Mecklenburg E9-1-1 Communication	21,003
Middlesex County Sheriffs Office	6,745
Nelson County Emergency Communications	8,547
New Kent County Sheriffs Office	11,238
New River Valley Emergency Communications Regional Authority	37,715
Newport News Police	125,817
Norfolk City Emergency Services	199,964
Northumberland County Sheriffs Office	4,148
Norton 9-1-1 Communications	4,705
Nottoway County Sheriff	8,546
Orange County Emergency Communications Center	16,193
Page County Emergency Operations Center	10,515
Patrick County Sheriff	6,803
Petersburg Police Communications	42,887
Pittsylvania County Emergency Operations Center	31,144
Portsmouth Police Communications	95,400

Powhatan County Emergency Services	9,164
Prince George County Police Department	20,572
Prince William County Public Safety Communications	181,498
Pulaski County Joint 911 Communications Center	20,176
Radford City Police Department	7,529
Rappahannock County Sheriff	3,529
Richmond County Sheriffs Office	4,060
Richmond Department Of Emergency Communications	250,903
Roanoke City Communications	125,028
Roanoke County Emergency Communications	51,659
Rockbridge Regional Public Safety Communications Center	19,461
Russell County Sheriffs Office	11,003
Salem Police Communications	16,896
Scott County	9,349
Shenandoah County Emergency Communications	19,073
Smyth County 9-1-1	13,959
Southampton County Sheriff	7,357
Spotsylvania Emergency Communications	48,652
Stafford County Sheriffs Communications	46,759
Staunton City	14,403
Suffolk Police Department	50,394
Surry County Sheriff	2,657
Sussex County Sheriffs Office	8,390
Tazewell County 9-1-1	19,909
Twin County E9-1-1	20,536
Virginia Beach Emergency Communications & Citizen Services	215,931
Warren County Sheriffs Office	15,006
Washington County Communications	28,758
Waynesboro City	14,498
Westmoreland County Sheriffs Office	8,510
Winchester Emergency Communications Center	20,462
Wise County Sheriffs Office	20,161
Wythe County Emergency Communications Center	20,440
York Poquoson Williamsburg Emergency Communications Center	41,452
<b>Total</b>	<b>4,214,233</b>

PSAP Name	ISP Region	Proposed Deployment Window	Primary Selective Router Regions	Date of Award	Contract Executed
Alexandria	7	Q1 2020	Alexandria/Fairfax	11-Jul-19	Yes
Alleghany/Covington	6	Q1 2020	Other	8-Nov-18	Yes
Arlington	7	Q1 2020	Alexandria/Fairfax	14-Mar-19	Yes
Buckingham	3	Q1 2020	Charlottesville/Farmville	10-Jan-19	Yes
Charlotte	3	Q1 2020	Danville/Lynchburg	10-Jan-19	Yes
Clarke	2	Q1 2020	Fredericksburg/Winchester	10-Jan-19	Yes
Covington	6	Q1 2020	Other	8-Nov-18	
Fairfax	7	Q1 2020	Alexandria/Fairfax	10-Jan-19	Yes
Falls Church	7	Q1 2020	Alexandria/Fairfax	14-Mar-19	Yes
Farmville	3	Q1 2020	Charlottesville/Farmville	10-Jan-19	Yes
Fauquier	2	Q1 2020	Alexandria/Fairfax	10-Jan-19	Yes
Floyd	6	Q1 2020	Other	10-Jan-19	Yes
Franklin City	5	Q1 2020	High Street/Jefferson	10-Jan-19	Yes
Goochland	1	Q1 2020	Chester/Stuart	10-Jan-19	Yes
Loudoun	7	Q1 2020	Alexandria/Fairfax	14-Mar-19	Yes
Manassas	7	Q1 2020	Alexandria/Fairfax	10-Jan-19	Yes
Manassas Park	7	Q1 2020	Alexandria/Fairfax	10-Jan-19	Yes
Metro Washington Airports Authority	7	Q1 2020	Alexandria/Fairfax	14-Mar-19	
Prince William	7	Q1 2020	Alexandria/Fairfax	14-Mar-19	Yes
Stafford	7	Q1 2020	Alexandria/Fairfax	11-Jul-19	Yes
Staunton	3	Q1 2020	Salem/Staunton	10-Jan-19	Yes
Brunswick	5	Q2 2020	Chester/Stuart	8-Nov-18	Yes
Charles City	1	Q2 2020	Chester/Stuart	10-Jan-19	Yes
Culpeper	2	Q2 2020	Fredericksburg/Winchester	11-Jul-19	Yes
Emporia	5	Q2 2020	Chester/Stuart	10-Jan-19	Yes
Fluvanna	3	Q2 2020	Charlottesville/Farmville	14-Mar-19	Yes
Frederick	2	Q2 2020	Fredericksburg/Winchester	14-Mar-19	Yes
Fredericksburg	2	Q2 2020	Fredericksburg/Winchester	11-Jul-19	
Greensville	5	Q2 2020	Chester/Stuart	10-Jan-19	Yes
King George	1	Q2 2020	Fredericksburg/Winchester	11-Jul-19	Yes
Louisa	1	Q2 2020	Fredericksburg/Winchester	11-Jul-19	Yes
Madison	2	Q2 2020	Fredericksburg/Winchester	11-Jul-19	Yes
Middlesex	5	Q2 2020	Chester/Stuart	10-Jan-19	Yes
Orange	2	Q2 2020	Fredericksburg/Winchester	11-Jul-19	Yes
Page	2	Q2 2020	Charlottesville/Farmville	10-Jan-19	Yes
Pittsylvania	6	Q2 2020	Danville/Lynchburg	14-Mar-19	Yes
Portsmouth	5	Q2 2020	High Street/Jefferson	20-May-19	Yes
Rappahannock	2	Q2 2020	Charlottesville/Farmville	20-May-19	Yes
Richmond Ambulance Authority	1	Q2 2020	Chester/Stuart	10-Jan-19	Yes
Richmond County	1	Q2 2020	Chester/Stuart	10-Jan-19	Yes
Spotsylvania	2	Q2 2020	Fredericksburg/Winchester		
Virginia Beach	5	Q2 2020	High Street/Jefferson		



PSAP Name	ISP Region	Proposed Deployment Window	Primary Selective Router Regions	Date of Award	Contract Executed
Winchester	2	Q2 2020	Fredericksburg/Winchester	20-May-19	Yes
Amelia	1	Q3 2020	Chester/Stuart	20-May-19	Yes
Caroline	1	Q3 2020	Chester/Stuart		
Chesterfield	1	Q3 2020	Chester/Stuart		
Colonial Heights	1	Q3 2020	Chester/Stuart		
Cumberland	3	Q3 2020	Chester/Stuart		
Dinwiddie	1	Q3 2020	Chester/Stuart		
Essex	1	Q3 2020	Chester/Stuart		Yes
Gloucester	5	Q3 2020	Chester/Stuart		
Hanover	1	Q3 2020	Chester/Stuart		
Henrico	1	Q3 2020	Chester/Stuart		
Hopewell	1	Q3 2020	Chester/Stuart	20-May-19	Yes
King and Queen	1	Q3 2020	Chester/Stuart		
King William	1	Q3 2020	Chester/Stuart	20-May-19	Yes
Lancaster	1	Q3 2020	Chester/Stuart		Yes
Mathews	5	Q3 2020	Chester/Stuart	10-Jan-19	Yes
Mecklenburg	3	Q3 2020	Chester/Stuart	20-May-19	Yes
New Kent	1	Q3 2020	Chester/Stuart	11-Jul-19	Yes
Northumberland	1	Q3 2020	Chester/Stuart	20-May-19	Yes
Petersburg	1	Q3 2020	Chester/Stuart		
Powhatan	1	Q3 2020	Chester/Stuart		Yes
Prince George	1	Q3 2020	Chester/Stuart	14-Mar-19	Yes
Richmond City	1	Q3 2020	Chester/Stuart	11-Jul-19	
Sussex	5	Q3 2020	Chester/Stuart	20-May-19	Yes
Westmoreland	1	Q3 2020	Chester/Stuart		
Chesapeake	5	Q4 2020	High Street/Jefferson		
Eastern Shore	5	Q4 2020	High Street/Jefferson		
Hampton	5	Q4 2020	High Street/Jefferson		
Isle of Wight	5	Q4 2020	High Street/Jefferson		
James City	5	Q4 2020	High Street/Jefferson		
Newport News	5	Q4 2020	High Street/Jefferson		
Norfolk	5	Q4 2020	High Street/Jefferson		
Roanoke City	6	Q4 2020	Salem/Staunton		
Southampton	5	Q4 2020	High Street/Jefferson		
Suffolk	5	Q4 2020	High Street/Jefferson		
Surry	5	Q4 2020	High Street/Jefferson		
York	5	Q4 2020	High Street/Jefferson		
Campbell	3	Q1 2021	Charlottesville/Farmville		
Charlottesville-UVA-Albemarle	3	Q1 2021	Charlottesville/Farmville		
Danville	6	Q1 2021	Danville/Lynchburg	20-May-19	
Greene	3	Q1 2021	Charlottesville/Farmville		
Halifax	3	Q1 2021	Charlottesville/Farmville		
Lunenburg	3	Q1 2021	Charlottesville/Farmville		

PSAP Name	ISP Region	Proposed Deployment Window	Primary Selective Router Regions	Date of Award	Contract Executed
Nelson	3	Q1 2021	Danville/Lynchburg		
Nottoway	1	Q1 2021	Charlottesville/Farmville		
Rockbridge	6	Q1 2021	Charlottesville/Farmville		
Warren	2	Q1 2021	Charlottesville/Farmville		
Amherst	3	Q2 2021	Danville/Lynchburg		
Appomattox	3	Q2 2021	Danville/Lynchburg		
Augusta	3	Q2 2021	Salem/Staunton		
Bath	6	Q2 2021	Other	20-May-19	Yes
Bedford	6	Q2 2021	Salem/Staunton		
Botetourt	6	Q2 2021	Other		
Craig	6	Q2 2021	Other	20-May-19	Yes
Harrisonburg-Rockingham	2	Q2 2021	Salem/Staunton		
Highland	6	Q2 2021	Other		
Lynchburg	3	Q2 2021	Danville/Lynchburg		
Roanoke County	6	Q2 2021	Salem/Staunton		
Salem	6	Q2 2021	Salem/Staunton		
Shenandoah	2	Q2 2021	Other		
Waynesboro	3	Q2 2021	Other		
Buchanan	4	Q3 2021	Blacksburg/Norton		
Dickenson	4	Q3 2021	Blacksburg/Norton		
Giles	4	Q3 2021	Blacksburg/Norton	10-Jan-19	
Lee	4	Q3 2021	Blacksburg/Norton		
New River Valley	6	Q3 2021	Blacksburg/Norton		
Norton	4	Q3 2021	Blacksburg/Norton		
Pulaski	4	Q3 2021	Blacksburg/Norton		
Radford	6	Q3 2021	Blacksburg/Norton		
Russell	4	Q3 2021	Blacksburg/Norton		
Tazewell	4	Q3 2021	Blacksburg/Norton		
Wise	4	Q3 2021	Blacksburg/Norton		
Bland	4	Q4 2021	Johnson City/Wytheville		
Bristol	4	Q4 2021	Johnson City/Wytheville		
Franklin County	6	Q4 2021	Johnson City/Wytheville		
Martinsville-Henry	6	Q4 2021	Johnson City/Wytheville		
Patrick	6	Q4 2021	Johnson City/Wytheville		
Scott	4	Q4 2021	Johnson City/Wytheville		
Smyth	4	Q4 2021	Johnson City/Wytheville		
Twin County	4	Q4 2021	Johnson City/Wytheville		
Washington	4	Q4 2021	Johnson City/Wytheville		
Wythe	4	Q4 2021	Johnson City/Wytheville		

**PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Funding Award Amendment	<b>Date Submitted:</b> October 28, 2019
<b>PSAPs:</b> Prince George	Amount of Request: \$32,549.12
<b>Staff Recommendation: Approve</b>	

**1. Briefly define the problem/issue:**

ISP staff is requesting that the funding award for Prince George County be amended to include a revised connectivity quote of \$173,134. The locality originally had a connectivity quote from Verizon for \$140,584.88. If approved by the Board, the amount of the revised funding award would be \$346,124.12. This revised funding award includes \$32,549.12 in additional funding for connectivity.

**2. Background** (include important dates):

Prince George's NG9-1-1 Migration Proposal (MP) contained an initial quote of \$140,584.88 from AT&T for diverse connectivity. Since receiving the MP, the locality was awarded NG9-1-1 funding and selected a NG9-1-1 solutions provider. As part of the deployment process, the locality's NG9-1-1 service provider, AT&T, reached out to Verizon for a revised quote.

**3. Major Considerations:**

None.

**4. Recommended action:**

Ask PGC to concur with staff's recommendation and recommend approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.

**PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Funding Award Amendment	<b>Date Submitted:</b> October 28, 2019
<b>PSAPs:</b> Madison	Amount of Request: \$22,447
<b>Staff Recommendation: Approve</b>	

**1. Briefly define the problem/issue:**

ISP staff is requesting that the funding award for Madison County be amended to include a revised connectivity quote of \$72,222. The locality originally had a connectivity quote from Verizon for \$49,775. If approved by the Board, the amount of the revised funding award would be \$378,533.12. This revised funding award includes \$22,447 in additional funding for connectivity.

**2. Background** (include important dates):

Madison's NG9-1-1 Migration Proposal (MP) contained an initial quote of \$49,775 from AT&T for diverse connectivity. Since receiving the MP, the locality was awarded NG9-1-1 funding and selected a NG9-1-1 solutions provider. As part of the deployment process, the locality's NG9-1-1 service provider, AT&T, reached out to Verizon for a revised quote.

**3. Major Considerations:**

None.

**4. Recommended action:**

Ask PGC to concur with staff's recommendation and recommend approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.

**PSAP Grant Program  
Decision Brief**

<b>Type of Request:</b> NG9-1-1 Funding Award Amendment	<b>Date Submitted:</b> October 28, 2019
<b>PSAPs:</b> Loudoun	Amount of Request: \$4,738.76
<b>Staff Recommendation: Approve</b>	

**1. Briefly define the problem/issue:**

ISP staff is requesting that the funding award for Loudon County be amended to include an additional allowable NG9-1-1 deployment cost for on-site connectivity placement. If approved by the Board, the amount of the revised funding award would be \$593,674.30. This revised funding award includes \$4,738.76 in additional funding for on-site connectivity placement.

**2. Background** (include important dates):

Each PSAP needs two distinct paths for two diverse broadband circuits to enter the building. If a PSAP does not already have two, a second route needs to be established from the property line into the building. Loudoun County needs a second route. The cost of adding this was not originally considered in the locality's migration proposal because ISP staff was not aware of the issue until circuit installation started.

**3. Major Considerations:**

None.

**4. Recommended action:**

Ask PGC to concur with staff's recommendation and recommend approval of the amendment request by the 9-1-1 Services Board at their next meeting.

**5. Alternatives to recommended action:**

None.



*Virginia Information Technologies Agency*



# 9-1-1 Services Board

General Business Meeting

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November 14, 2019





# Agenda

1. Call to Order
2. Approval of Minutes
3. NG9-1-1 Deployment Update
4. 9-1-1 Comprehensive Plan
5. FY 19 True-Up Results
6. NG9-1-1 Funding, Amendment and Grant Requests
7. Old Business
8. New Business
9. Public Comment
10. Adjourn



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# Next Generation 9-1-1 Deployment Schedule







## Need for Schedule Adjustment

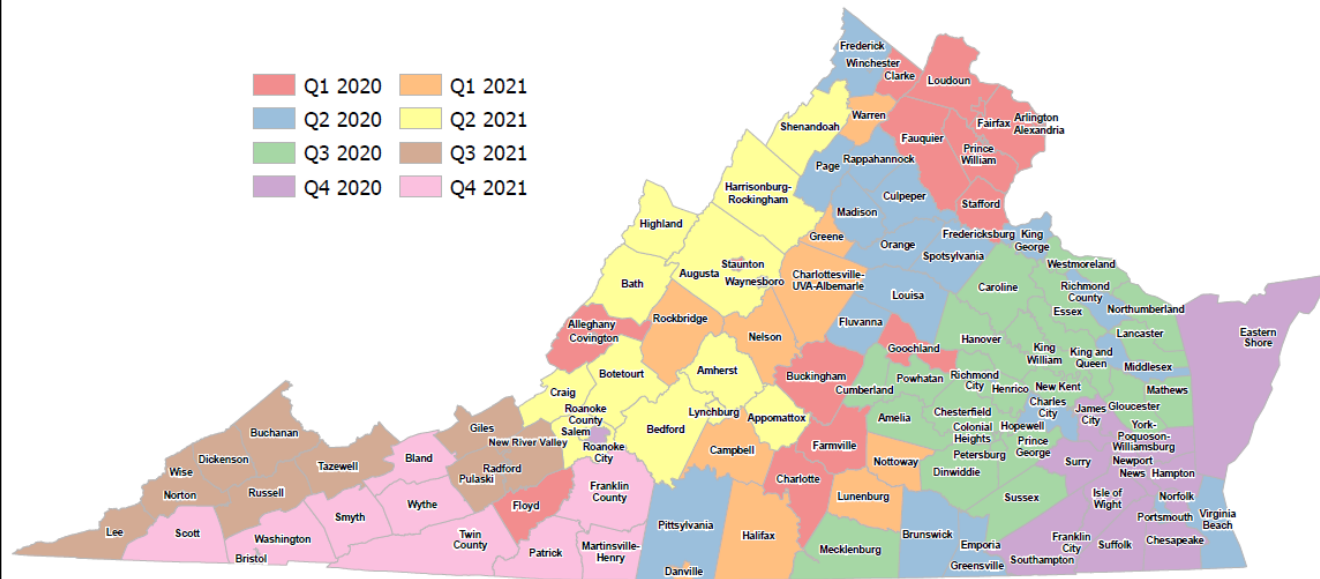
- Complex project involving many components and stakeholders
- 3 Primary Focus Areas
  - Connectivity
  - Equipment readiness/compliance
  - GIS data readiness
- Goals: meet national i3 standard, fiscally sound
- Delays: call handling equipment testing, RFP
- Code of Virginia section 56-484.16 requires migration by July 1, 2023



# Proposed Deployment Schedule

## Proposed NG9-1-1 Deployment Windows

November 12, 2019





*Virginia Information Technologies Agency*



# 9-1-1 Comprehensive Plan





## Outcome

- Consensus and feedback for staff's approach to developing 9-1-1 Comprehensive Plan and supporting implementation strategy
- No formal action required, presentation is informational



## Plan Overview

- Define the key strategic initiatives to improve 9-1-1 service delivery and functionality in the Commonwealth over a three year period
- Shorter planning process to make sure we can address data and information services needs before consumption begins



## Plan Overview

- Address the impact of NG9-1-1, but overall focus of the plan is on the entire 9-1-1 ecosystem
- Create a one-page actionable planning document
  - Develop a story map as a visual companion and an online dashboard for vital information
- Complete using ISP resources



## Data Gathering and Analysis

- Identified baseline 9-1-1 requirements through regional town hall meetings that were held April to June of this year
- Used VA PSAP capabilities and services standard document as the analytical framework to facilitate discussion





# Standard Capabilities & Services

- 9-1-1 & Operations
- Professional Development
- Technical Systems
- Data Development, Maintenance and Support
- Analysis and Planning





## Standard Capabilities & Services

- There are a number of standard capabilities and services that all PSAPs in Virginia must provide
- It is up to each PSAP to determine how to meet this standard based on individual PSAP operation, management and /or governance



## Statewide Requirements

- Requirements were evaluated for targeted gaps, needed technology or resources, operational impact, funding and legislative change
- Requirements are grouped using the same categories included in the capabilities and services standards document



# Requirement Categories

9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> <li>Address the needs of the deaf and hard of hearing community</li> <li>Access to foreign language services</li> <li>Increased interaction with organizations that represent local government</li> <li>Engagement with other public safety focused disciplines and government agencies</li> <li>Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise</li> </ul>	<ul style="list-style-type: none"> <li>Establish 9-1-1 as an independent discipline and explore 9-1-1 branding</li> <li>Additional pedagogies for telecommunicator training                             <ul style="list-style-type: none"> <li>NG9-1-1 &amp; FirstNet</li> <li>Regional focus</li> <li>Aligned with current technology</li> <li>Related to other public safety disciplines</li> <li>Facilitates sharing of training materials</li> </ul> </li> <li>Identify innovative approaches to recruitment and retention from private sector</li> <li>Wellness</li> </ul>	<ul style="list-style-type: none"> <li>Incentivize regional projects</li> <li>Dedicated IT staff and resources to support systems (cybersecurity)</li> <li>Maintenance after grant funding ends</li> <li>Statewide approaches to hosted systems</li> <li>CAD to CAD interfaces</li> <li>Challenge of managing projects that involve multiple vendors</li> <li>Integration of 3-1-1 and similar systems with PSAP</li> <li>Interoperability</li> </ul>	<ul style="list-style-type: none"> <li>GIS data maintenance and work flows</li> <li>Overall cost of maintenance</li> <li>Data sharing (among PSAPs)</li> <li>Coordinating PSAP boundary support</li> <li>Best practices for GIS quality metrics</li> <li>Interstate data sharing</li> <li>Impact of visual media and records on PSAPs</li> </ul>	<ul style="list-style-type: none"> <li>Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events</li> <li>Include 9-1-1 in training and exercise activities</li> <li>Understanding location accuracy</li> <li>Facilitate 9-1-1/GIS interaction</li> <li>Visibility of 9-1-1 calls from initiation to response</li> </ul>



## Strategic Initiatives

1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services
2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem
3. Training recommendations for the NG9-1-1 telecommunicator
4. Employ analytics to identify future information services

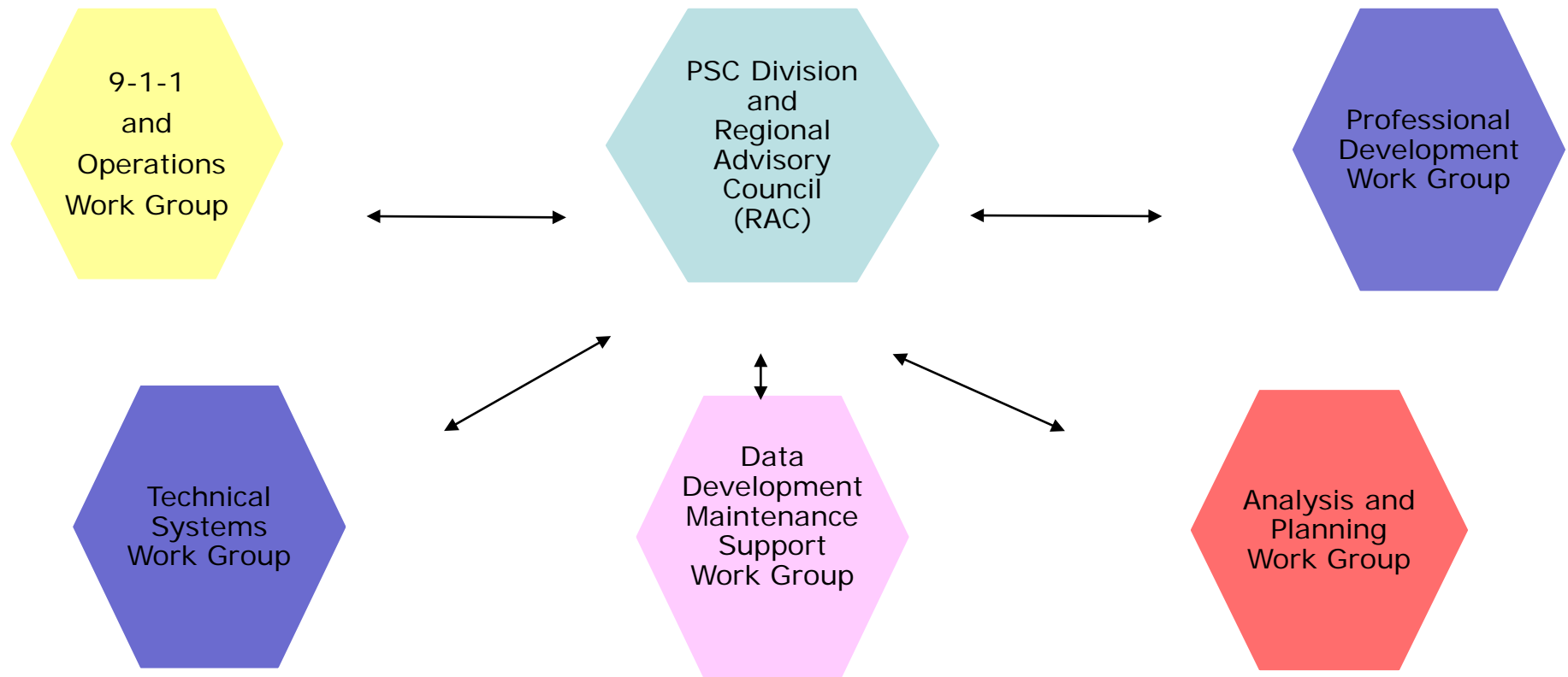


# Statewide Requirements

9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> <li>Address the needs of the deaf and hard of hearing community</li> <li>Access to foreign language services</li> <li>Increased interaction with organizations that represent local government</li> <li>Engagement with other public safety focused disciplines and government agencies</li> <li>Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise</li> </ul>	<ul style="list-style-type: none"> <li>Establish 9-1-1 as an independent discipline and explore 9-1-1 branding</li> <li>Additional pedagogies for telecommunicator training                             <ul style="list-style-type: none"> <li>NG9-1-1 &amp; FirstNet</li> <li>Regional focus</li> <li>Aligned with current technology</li> <li>Related to other public safety disciplines</li> <li>Facilitates sharing of training materials</li> </ul> </li> <li>Identify innovative approaches to recruitment and retention from private sector</li> <li>Wellness</li> </ul>	<ul style="list-style-type: none"> <li>Incentivize regional projects</li> <li>Dedicated IT staff and resources to support systems (cybersecurity)</li> <li>Maintenance after grant funding ends</li> <li>Statewide approaches to hosted systems</li> <li>CAD to CAD interfaces</li> <li>Challenge of managing projects that involve multiple vendors</li> <li>Integration of 3-1-1 and similar systems with PSAP</li> <li>Interoperability</li> </ul>	<ul style="list-style-type: none"> <li>GIS data maintenance and work flows</li> <li>Overall cost of maintenance</li> <li>Data sharing (among PSAPs)</li> <li>Coordinating PSAP boundary support</li> <li>Best practices for GIS quality metrics</li> <li>Interstate data sharing</li> <li>Impact of visual media and records on PSAPs</li> </ul>	<ul style="list-style-type: none"> <li>Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events</li> <li>Include 9-1-1 in training and exercise activities</li> <li>Understanding location accuracy</li> <li>Facilitate 9-1-1/GIS interaction</li> <li>Visibility of 9-1-1 calls from initiation to response</li> </ul>



# RAC Work Groups





# Initiative Timeline

Impact of NG9-1-1  
Ja 2020 – Ju 2020

Access and  
Availability  
Jy 2020 – De 2020

NG9-1-1  
Telecommunicator  
Jy 2020 – De 2020

Future Information  
Services  
Ja 2021 – Ju 2021





## Next Steps

- PSC staff to create framework to identify outcomes, metrics, and tasks
- Statewide webinars to inform community:
  - Dec 3<sup>rd</sup>
  - Dec 17<sup>th</sup>
- Create story map and dashboard
- Request Board vote on plan during Jan 9, 2020 meeting
- RAC planning meeting to follow





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# FY 19 True-Up Results





## Process

- True-up data collection was based on the new wireless 9-1-1 funding formula
  - Formula contains only two data elements - population and total 9-1-1 calls
- Until the next recalculation of the wireless 9-1-1 distribution percentages, 2017 population data from the [Weldon Cooper Center](#) will be used



## Process

- Published FY 19 data on Sept 3<sup>rd</sup>
- PSAPs had until Sept 20<sup>th</sup> to report any perceived errors



# Managed IP Services Cost Recovery

PSAP	FY 19 Managed IP Total Costs	Wireless Percentage	Reimbursement Due to Locality
Dickenson County	\$18,264.00	52.81211%	\$9,645.60
Franklin County	\$16,044.00	79.25672%	\$12,715.95
Lee County	\$17,976.00	64.77088%	\$11,643.21
Loudoun County	\$26,520.00	79.90044%	\$21,189.60
Norton City	\$15,780.00	57.36451%	\$9,052.12
Patrick County	\$23,077.00	49.79308%	\$11,490.75
Pittsylvania County	\$26,976.00	78.13062%	\$21,076.52
Pulaski County	\$17,472.00	81.24504%	\$14,195.13
Roanoke City	\$26,400.00	83.26855%	\$21,982.90
Shenandoah County	\$14,460.00	75.94505%	\$10,981.65
Staunton City	\$13,200.00	69.60355%	\$9,187.67
Wise County	\$14,592.00	72.52120%	\$10,582.29

Total	\$163,743.40
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## Board Action

- Accept FY 19 true-up data and approve FY 19 Managed IP services cost recovery requests, totaling \$163,743.40



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# NG9-1-1 Funding, Amendment and Grant Requests







## Four Categories

- NG9-1-1 funding requests
- NG9-1-1 funding award amendments
- Text-to-9-1-1 grant applications
- FY 21 PSAP Education Program (PEP) grant applications
- Request that these categories be reviewed and voted on in block format
- Suggested language for motion is provided



## Latest Round of Funding Requests

- 15 localities submitted NG9-1-1 funding requests that total \$7,138,425.31
  - PALs submitted by Oct 25, 2019
- Requests were reviewed by the PGC during their Nov 12<sup>th</sup> meeting
- PGC recommends approval of requests





# Latest Round of Funding Requests

PSAP	Primary Selective Router Regions	Amount Requested
Appomattox	Danville/Lynchburg	\$482,746.15
Campbell	Charlottesville/Farmville	\$438,946.70
Chesterfield	Chester/Stuart	\$705,142.04
Dinwiddie	Chester/Stuart	\$703,117.02
Halifax	Charlottesville/Farmville	\$293,778.26
Hampton	High Street/Jefferson	\$236,654.48
Henrico	Chester/Stuart	\$659,168.92
King and Queen	Chester/Stuart	\$292,663.52
Lunenburg	Charlottesville/Farmville	\$831,622.92
Lynchburg	Danville/Lynchburg	\$631,920.79
Nottoway	Charlottesville/Farmville	\$461,081.18
Patrick	Johnson City/Wytheville	\$247,360.96
Petersburg	Chester/Stuart	\$189,767.85
Radford	Blacksburg/Norton	\$158,905.62
Virginia Beach	High Street/Jefferson	\$438,584.90



## Board Action

- Approve funding amount for the requests as listed in the presentation
  - Total amount recommended is \$7,138,425.31



## NG9-1-1 Funding Amendments

- Loudoun, Madison, Prince George and Spotsylvania require additional funding for increased connectivity costs
- PGC recommends approval of requests



## Board Action

- Approve funding amount for the amendment requests as listed below:
  - Loudoun \$4,738.76
  - Madison \$22,447.00
  - Prince George \$32,549.12
  - Spotsylvania \$11,150.86



## Text-to-911 Grant Applications

- 4 localities submitted grant applications that total \$182,925.97
  - Applications submitted by October 25, 2019
- Applications were reviewed by the PGC during their Nov 12<sup>th</sup> meeting
- PGC recommends approval of applications



# Text-to-911 Grant Applications

PSAP	Amount Requested
Harrisonburg-Rockingham	\$50,000.00
Newport News	\$50,000.00
Norfolk	\$40,729.38
Nottoway	\$42,196.59



## Board Action

- Approve funding amount for the grant applications as listed in the presentation
  - Total amount recommended is \$182,925.97



## FY 21 PEP Grant Applications

- 100 Applications received
  - 88 individual requests
  - 12 multi-jurisdictional requests
- Amount requested is \$493,500





## Board Action

- Approve funding amount for the grant applications as listed in the spreadsheet provided
  - Total amount recommended is \$493,500



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# Old Business





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# New Business





# PSAP Grant Committee Report

- Amendment to PEP Grant Guidelines:
  - If a locality incurs the conference registration expense in one grant year, PSAP must seek reimbursement for that expense within 30 days of the date of purchase receipt
  - Cannot hold the conference registration expense incurred in one grant cycle to seek submission with the travel portion of the conference in the next grant cycle



## Board Action

- Recommend Board adopts guideline language effective immediately
- Enable ISP staff to proves pending reimbursement requests for recent APCO International conference



## RAC Report

- Draft Charter:
  - GIS SMEs from VGIN local government GIS advisory group
  - No longer include chair and vice-chair
- Documents:
  - NG9-1-1 PEP Use and Training Requirements Document
  - COOP Template





## And In Conclusion

- Public Comment
- Adjourn
- Next meeting date is Jan 9, 2020

**9-1-1 Service Board Meeting  
November 14, 2019  
CESC**

<b>Members Present:</b>	Kevin Hall – Vice Chairman	Kelvin Wright
	Mary Blowe	Scott Garber
	Pete Hatcher	Danny Garrison
	Gary Critzer	Bruce Edwards
	Jolena Young	Terry Ellis
	Jeffrey Merriman	David Von Moll - Comptroller
<b>Members Absent:</b>	Nelson Moe	Seth Weise
	Jeffrey Stern - Chairman	
<b>Advisor Present:</b>	None	
<b>AG Present:</b>	None	
<b>Remote</b>	Roanoke	Culpeper
	Abingdon	
<b>Staff Present:</b>	Dorothy Spears-Dean	Stefanie McGuffin
	Steve Marzolf	Joe Sewash
	Lewis Cassada	

**1. CALL TO ORDER**

Vice Chairman Hall called the meeting of the 9-1-1 Service Board to order at 10:04 AM.

Coordinator Spears-Dean did a roll call of the remote sites. All were accounted.

**2. APPROVAL OF THE MINUTES FROM SEPTEMBER 23, 2019**

Vice Chairman Hall called for a motion to approve the September 23, 2019 Board Minutes, which had been distributed prior to this Board Meeting. Comptroller David Von Moll made a motion to approve the Minutes, and Danny Garrison seconded the motion to approve. The Minutes were approved; **12-0-0**.

**3. NG9-1-1 DEPLOYMENT UPDATE**

Steve Marzolf addressed the Board and said that Stefanie McGuffin will give a brief update. Mr. Marzolf said this information was presented to the VGIN Advisory Board yesterday at its meeting. He said that both Boards should be



proud of what Virginia has done. He said that it is because of the hard work that has been done at this point that the reality is about to occur. Mr. Marzolf said it is important to recognize that the hard work that the PSAP Managers, GIS Managers, and his ISP staff has put in, is contributing to the reality. He also noted that the Grant Program has worked hard to put the funding together to get the work done. He also commented that we all know more now than we ever have. He said that the schedule that Ms. McGuffin is ready to present is achievable and receivable. The Motorola software is in testing now and ready to proceed.

Stefanie McGuffin addressed the Board and said she gave an update at the last Board Meeting on the NG9-1-1 Deployment schedule. She said that the schedule was presented and approved by the Board. Ms. McGuffin said that there has been no deployment as of yet. This project has three primary areas: connectivity; equipment readiness/compliance; and GIS data readiness. She said that the goals are to meet national i3 standard, and be done in a fiscally sound manner. Ms. McGuffin said that there have been delays in call handling equipment testing. She said that the RFP; and also Code of Virginia section 56-484.16 requires migration by July 1, 2023 of all PSAPs in Virginia. Ms. McGuffin shared a proposed NG9-1-1 Deployment Windows map with the Board. She said it has been broken into two calendar years: 2020 – have deployment done in Northern Virginia. She said it also has been broken down into quarters, i.e., Q1, Q2, Q3 and Q4. Ms. McGuffin said that the second calendar year, 2021, that staff will focus on the central part of the state with Q1, Q2, Q3 and Q4. Ms. McGuffin then referred the Board to an excel spreadsheet on the ISP Website that will list each locality deployment schedule. She said that this schedule is what the Board would want to stick with, as best it can. She said that the Board does not want anyone to slide backwards. Coordinator Spears-Dean commented that the Board would need to approve the new schedule. Vice Chairman Hall called for a motion to approve the schedule. Mr. Edwards made the motion to approve the schedule, and Chief Wright seconded the motion to approve. The motion was approved; **12-0-0.**

#### **4. 9-1-1 COMPREHENSIVE PLAN UPDATE**

Coordinator Spears-Dean said she wants to make sure that the ISP staff is working in the direction that the Board wants it to move. She went over the Comprehensive Plan. Coordinator Spears-Dean informed the Board that the Comprehensive Plan is now one page. She said that the overall purpose of the plan is to define the key initiatives and 9-1-1 functionality in the Commonwealth over a three-year period. Coordinator Spears-Dean said staff should be able to accomplish this plan in a shorter time period; however, she wanted to make sure staff can address the data and the information needs. Coordinator Spears-Dean went over the Plan Overview. She talked about the impact of NG9-1-1, and the overall focus of the plan is on the entire 911 ecosystems. She said that staff wanted to create a one-page actionable planning document – story map; and

create an online dashboard to follow. Coordinator Spears-Dean said that this all will be completed using ISP resources. Coordinator Spears-Dean then went over the steps and said this was done by having regional Town Hall meetings. She said a standards document was used to frame the discussion. She said the Town Hall meetings went well. She talked about the 9-1-1 standard capabilities and services: 911 & operations; professional development; technical systems; data development; maintenance and support; and, analysis and planning. Coordinator Spears-Dean said there are a number of capabilities and services that all the PSAPs in Virginia should provide. She said it is up to the PSAPs to determine how they meet the standards for capabilities and services. She said there are five categories of Statewide Requirements. These requirements were evaluated for targeted gaps; needed technology or resources; operational change; additional funding, and legislative change. She referred the Board to the sheet in the packet on the Strategic Initiatives. Coordinator Spears-Dean said the Strategic Initiatives are designed to occur in sequential order. Once the initiative that focuses on the impact of NG9-1-1 is completed, staff can move on to the accessibility to 911 services and availability of information about the 911 ecosystem. She talked about the training recommendations for the NG9-1-1 telecommunicator, and that an analytics needs to be employed to identify future information services. She talked about the color coded one-page implementation document. She went over how the ISP is preparing to accomplish this plan. She said that the Regional Advisory Council (RAC) and ISP would implement this plan. She said that staff is proposing that the RAC and ISP act as the hub and create work groups for the requirements groups. The approach is to have RAC members lead the work groups and work with ISP. She talked about the “Initiative Timeline” which tells how staff plan to accomplish these initiatives. This will start in July 2020 and hopefully the last initiative will be accomplished by June 2021. Coordinator Spears-Dean talked about the next step. She informed the Board that staff continues to be busy. She is asking that the Board concur with the approach and planning strategy for the Comprehensive Plan. Coordinator Spears-Dean said that there are two webinars planned: December 3 and December 17, 2019. Vice Chairman Kevin Hall asked for questions. Mr. Kevin Wright commented that the Comprehensive Plan looks good. Bruce Edwards commented that one problem he sees is recruitment and retention. Coordinator Spears-Dean said that this will be addressed in Strategic Initiative #1. Coordinator Spears-Dean informed the Board that at the next Board Meeting, January 9, 2020, she will ask the Board to vote on the plan. Jolena Young asked about sustainable funding – will that be included. Coordinator Spears-Dean said absolutely.

## **5. FY 19 TRUE-UP RESULTS**

Coordinator Spears-Dean addressed the Board and said it is time for the Board to review and vote on the FY2019 True-Up Results. She said that True-up data collection is based on the current 911 funding formula. She said that the “call data” was published on September 3 and PSAPs were supposed to let staff know

by September 20 about any perceived errors. Coordinator Spears-Dean said that a list is included in the Board's packet of the localities with the "call load data" information. Coordinator Spears-Dean informed the Board that as part of the true-up presentation the Board needs to consider an additional item. Vice Chairman Hall called for a motion from the Board to approve the True-Up results. Mr. Gary Critzer made a motion to approve, and Mr. Danny Garrison seconded the motion to approve the True-Up results. All approved; **12-0-0**.

Coordinator Spears-Dean said that the Board's second item is to review the Managed IP Services Cost Recovery requests. She said that these localities are not receiving payment through the billing agreement, which she has included in the Board's meeting packet. The amount of the Managed IP Services Cost Recovery is \$163,743.40. Vice Chairman Hall called for a motion for the Board to accept FY2019 Managed IP Service Cost Recovery. Mr. Danny Garrison made the motion to accept; and Chief Kelvin Wright seconded the motion. The motion was approved; **12-0-0**.

## **6. NG9-1-1 FUNDING, AMENDMENTS AND GRANT REQUESTS**

Coordinator Spears-Dean addressed the Board and said there are four categories that need to be addressed. She asked if Ms. Blowe, Chairman of the PSAP Grant Committee, had any questions or comments. Ms. Blowe said no, and asked Coordinator Spears-Dean to go over the recommendations. Coordinator Spears-Dean said that the categories are: NG9-1-1 funding requests; NG9-1-1 funding award amendments; Text-to-9-1-1 grant applications; and FY21 PEP grant applications. Coordinator Spears-Dean is requesting that the Board review and vote on these requests in block format.

Coordinator Spears-Dean said that 15 localities have submitted NG9-1-1 funding requests that totaled \$7,138,425.31. She is recommending approval of the funding requests in the amount of \$7,138,425.31. Coordinator Spears-Dean informed the Board that one of the Grant Committee Members asked "what are the issues of approving amendments." Coordinator Spears-Dean said that approval of amendments has not resulted in the need to increase the NG9-1-1 budget. Vice Chairman Hall called for a motion to approve the total funding request of \$7,138,425.31. Gary Critzer made a motion to approve, and Bruce Edwards 2<sup>nd</sup> the motion for approval. All approved; **11-1-0** (Pete Hatcher abstained).

The next item the Board discussed for approval was the NG9-1-1 funding amendments for Loudoun, Madison, Prince George, and Spotsylvania which all require additional funding for increased connectivity costs. Coordinator Spears-Dean said that the Committee is recommending approval of Loudon - \$4,738.76; Madison - \$22,447.00; Prince George - \$32,549.12; and Spotsylvania - \$11,150.86. Vice Chairman Hall called for a motion to approve the amendment recommendations per the Committee's request. Chief Wright made a motion to

approve, and Danny Garrison 2<sup>nd</sup> the motion. The motion was approved; **10-2-0** (Pete Hatcher and Jeffrey Merriman both abstained).

Coordinator Spears-Dean then referred the Board to the next item to discuss which was “Text to 9-1-1 Grant Applications. She said that four localities submitted applications for “Text to 9-1-1.” The localities are Harrisonburg - \$50,000; Newport News - \$50,000; Norfolk - \$40,729.38; and Nottoway - \$42,196.59. Coordinator Spears-Dean informed the Board that Nottoway’s NG9-1-1 funding award will be adjusted to reflect the amount awarded in their Text to 9-1-1 grant application. Vice Chairman Hall called for a motion to approve the Committee’s recommendation. Chief Wright made a motion to approve the Committee’s recommendation; and Bruce Edwards seconded the motion for approval. All approved; **12-0-0**.

Coordinator Spears-Dean referred the Board to the FY21 PEP Grant applications funding requests. She said that 100 applications have been received which totals \$493,500 (88 individual requests; and 12 multi-jurisdictional requests.). Coordinator Spears-Dean said that Lisa Nicholson, Grant Program Manager, put together a “white paper” showing how the PEP Grant Program funding was used by PSAPs. She said that she will share this with the Board at the next Board Meeting in January 9, 2020. Coordinator Spears-Dean informed the Board that the Grant Committee is recommending funding of the PEP Grant applications in the amount of \$493,500. Vice Chairman Hall called for a motion from the Board to approve the Committee’s recommendation. Bruce Edwards made a motion to approve the Committee’s recommendation to fund the PEP Grants; and David Von Moll seconded the motion for approval. All approved; **12-0-0**.

## **7. OLD BUSINESS**

None.

## **8. NEW BUSINESS**

- **PSAP Grant Committee (PGC) Report:** The PGC Chairman, Mary Blowe, gave a brief overview. She went over the amendment to the PEP Grant Guidelines. The PGC Chairman said that the Committee is recommending the Board adopt guideline language effective immediately to “enable ISP staff to process pending reimbursement requests for the recent APCO International Conference.” Vice Chairman Hall called for a motion from the Board to approve the language change recommendation from the Committee. Chief Kelvin Wright made a motion to approve; and Danny Garrison seconded the motion to approve. All approved; **12-0-0**.

- **Regional Advisory Council (RAC) Report:** Coordinator Spears-Dan addressed the Board and said she has two items relating to the RAC. She said that the RAC has a “draft” charter in which GIS representatives are not included as members, but rather a representative from the VGIN local government GIS advisory group would instead participate on the RAC. Also she said that the RAC will no longer include a Chair and Vice-Chair; however, the RAC will be utilizing additional ISP staff members to work with the group. Coordinator Spears-Dan said that the RAC is currently working on a COOP template. She also informed the Board that there is no action needed from the Board at this time for RAC-related items.

## **9. PUBLIC COMMENT**

**Abingdon** – None

**Roanoke** - None

**Culpepper** - None

**On-Site** – Gabe Elias addressed the Board, and said he is representing the PSAP community. He said that he is here at this meeting to support the Comprehensive Plan, and to show support to what the Board is adopting. He also said that he is asking the Board to bridge that gap between 9-1-1 and the three other public safety disciplines – Police, Fire, and EMS.

Stefanie McGuffin, ISP Operations Manager, addressed the Board and explained NG9-1-1 “connectivity costs”. She explained that although there have been some increases with recent funding amendments, that out of 124 PSAPs 39 have seen a reduction in connectivity costs. She said the result has been an overall decrease of \$2.3M in connectivity costs.

Vice Chairman Kevin Hall thanked the Board for letting him fill in for Dr. Stern, and said it has been very big shoes to fill.

## **10. ADJOURNMENT OF THE MEETING**

Vice Chairman Hall called for a motion to adjourn the meeting of the 9-1-1 Service Board. Bruce Edwards made the motion to adjourn the 9-1-1 Service Board meeting; and Chief Kelvin Wright seconded the motion. All approved; **12-0-0**. The meeting of the 9-1-1 Service Board adjourned at 11:07 AM.

The next meeting of the 9-1-1 Service Board will be held on Thursday, January 9, 2020 at the Commonwealth Enterprise Solution Center (CESC).

**Respectfully Submitted:**

---

**Terry D. Mayo**

**(Date)**



# COMMONWEALTH of VIRGINIA

## Virginia 9-1-1 Services Board

Jeffrey D. Stern  
Chairman  
VDEM

Hon Kevin W. Hall  
Sheriff  
Vice Chairman  
City of Covington

David A. Von Moll  
Treasurer  
Comptroller

Mary M. Blowe  
Chief Financial Officer  
City of Winchester

Gary Critzer  
Emergency Mgmt/ EMS Dir  
City of Waynesboro

Bruce Edwards  
City of Franklin

Terry Ellis  
Comcast

R. Scott Garber  
Fire Chief  
City of Staunton

Danny Garrison  
Richmond Ambulance  
Authority

Pete Hatcher  
AT&T

Jeffrey T. Merriman  
Verizon Communications

Lee W. Miller III  
Major  
Virginia State Police

Nelson P. Moe  
CIO - VITA

Seth Weise  
Sprint

Kelvin Wright  
Chief of Police  
City of Chesapeake

Jolena Young  
Twin County

Shawn Talmadge  
Office of the Governor  
Advisor

Dorothy Spears-Dean  
PSC Coordinator  
(804) 416-6201

Terry D. Mayo  
Board Administrative  
Assistant  
(804) 416-6197

### Meeting Agenda

**November 14, 2019 10:00 am**

### Commonwealth Enterprise Solutions Center

1. Call Meeting of the Board to Order ..... Chairman
2. Approval of the Minutes from Sept 23rd ..... Chairman
3. NG9-1-1 Deployment Update ..... ISP Director
4. 9-1-1 Comprehensive Plan Update .....PSC Coordinator
5. FY 19 True-Up Results .....PSC Coordinator
6. NG9-1-1 Funding, Amendments and Grant Requests.....PSC Coordinator
7. Old Business:
8. New Business:
  - PSAP Grant Committee (PGC) Report ..... PGC Chair
  - Regional Advisory Council (RAC) Report .....PSC Coordinator
9. Public Comment ..... Chairman
10. Adjourn Meeting of the Board ..... Chairman

**Next Meeting – January 9, 2020**

# 9-1-1 Comprehensive Plan

Strategic Initiatives			
1. Assess impact of NG9-1-1 on existing statewide 9-1-1 capabilities and services	2. Improve accessibility to 9-1-1 services and availability of information about the 9-1-1 ecosystem	3. Training recommendations for the NG9-1-1 telecommunicator	4. Employ analytics to identify future information services

Statewide 9-1-1 Requirements				
Each requirement has been evaluated for targeted gaps, needed technology or resources, operational impact, additional funding, and legislative change.				
9-1-1 and Operations	Professional Development	Technical Systems	Data Development, Maintenance and Support	Analysis and Planning
<ul style="list-style-type: none"> <li>Address the needs of the deaf and hard of hearing community</li> <li>Access to foreign language services</li> <li>Increased interaction with organizations that represent local government</li> <li>Engagement with other public safety focused disciplines and government agencies</li> <li>Multiple avenues for data sharing (ISP to PSAPs) to help differentiate what's important from noise</li> </ul>	<ul style="list-style-type: none"> <li>Establish 9-1-1 as an independent discipline and explore 9-1-1 branding</li> <li>Additional pedagogies for telecommunicator training               <ul style="list-style-type: none"> <li>NG9-1-1 &amp; FirstNet</li> <li>Regional focus</li> <li>Aligned with current technology</li> <li>Related to other public safety disciplines</li> <li>Facilitates sharing of training materials</li> </ul> </li> <li>Identify innovative approaches to recruitment and retention from private sector</li> <li>Wellness</li> </ul>	<ul style="list-style-type: none"> <li>Incentivize regional projects</li> <li>Dedicated IT staff and resources to support systems (cybersecurity)</li> <li>Maintenance after grant funding ends</li> <li>Statewide approaches to hosted systems</li> <li>CAD to CAD interfaces</li> <li>Challenge of managing projects that involve multiple vendors</li> <li>Integration of 3-1-1 and similar systems with PSAP</li> <li>Interoperability</li> </ul>	<ul style="list-style-type: none"> <li>GIS data maintenance and work flows</li> <li>Overall cost of maintenance</li> <li>Data sharing (among PSAPs)</li> <li>Coordinating PSAP boundary support</li> <li>Best practices for GIS quality metrics</li> <li>Interstate data sharing</li> <li>Impact of visual media and records on PSAPs</li> </ul>	<ul style="list-style-type: none"> <li>Peer exchange for analytical reporting, development of metrics, assessing staff efficiency, and significant events</li> <li>Include 9-1-1 in training and exercise activities</li> <li>Understanding location accuracy</li> <li>Facilitate 9-1-1/GIS interaction</li> <li>Visibility of 9-1-1 calls from initiation to response</li> </ul>